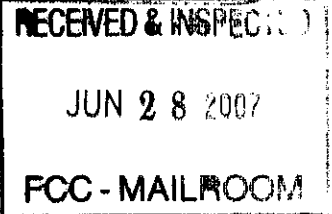


InTRAC

Indiana Telephone Relay Access Corporation
for the Hearing and Speech Impaired

June 27, 2007

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Room TW-B204
Washington D.C. 20554



Re: In the Matter of Telecommunications Relay Services and Speech-to-Speech
Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123

Dear Ms. Dortch:

Thank you for the opportunity to provide you with the information on Indiana's consumer complaint logs for June 1, 2006 through May 31, 2007. I have enclosed: original and four copies of the following:

- Complaint Summary Sheet IN TRS/CapTel (6/01/06-5/31/07)
 - Original and four copies
- Supporting Diskette

All of the consumer complaints regarding Relay Indiana Service have been resolved satisfactorily under 180 days. Sprint Customer Service recorded 70 complaints and a narrative of resolution accompanies each customer call. No complaints were filed directly with InTRAC.

If you need more information, please contact me at 317-334-1413 or by email, INRELAY@aol.com.

Sincerely,

A handwritten signature in cursive script that reads "Ginny Barr".

Ginny Barr
Executive Director

Enc.

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Complaint Tracking for IN (06/01/2006-05/31/2007). Total Customer Contacts: 70

	Nature of Complaint	Date of Resolution	Explanation of Resolution
7	Call to DA, screen was garbled, customer was angry that agent had to ask for clarification.	05/25/07	Supervisor verified the screen was garbled; non-agent error.
7	Echo Sounds - CapTel user hears	05/23/07	Advised customer to make use of Volume and Tone settings to optimize sound quality on CapTel phone. Advised customer how to properly hold handset for echo reduction.
7	TTY customer stated that at 9:08 AM a call was placed into IN Relay and received a relay greeting including the agent ID; however there was no response at the beginning of a call that was established. Attempted several times to provoke a respond from the agent but there were none. Caller then decided to disconnect the call.	05/18/07	Apologized for the inconvenience and assured the customer that this would be forwarded to the agent's direct supervisor. No follow up necessary. Team Leader met with agent and discussed proper call procedures. Talked about the importance of following customer instructions and informed agent that if they are having technical difficulties that a supervisor should be notified of the situation. Agent understood.
7	Disabling Turbo Code interrupts transmission. Happens on every call. Agent did not disable turbo code.	05/17/07	Nothing wrong on relay end. Appears to be customer's equipment. Non-agent error. Team Leader witnessed the call. No action taken.
7	Customer felt that the agent took too long processing a DA call.	05/16/07	Team Leader reviewed DA calling procedures with the agent.
7	TTY customer said the agent dialed out before he gave a GA and the number the agent dialed was incorrect. (Agent dialed 269 instead of 264).	05/15/07	Apologized to the customer. No follow up requested. Brought the errors to the agent's attention. Coached him on waiting for a GA before dialing out and to be very careful to input numbers correctly.
7	Echo Sounds - Other party hears	04/26/07	Provided customer with general tips for reducing echo, including handset placement, volume adjustment, and using an assistive listening device.
7	Disconnect/Reconnect during calls	04/26/07	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
7	IN VCO user called to complain that when agent dialed number the other person hung up and when the call was disconnected the agent redialed and reached a different number. Caller says that when she questioned the agent the agent refused to acknowledge what was going on. this happened at 3:00pm today.	03/27/07	Apologized for the problem. Customer did not request follow up. Team Leader spoke with this agent and the agent does not remember this call. Agent was aware of the need to focus on calls and the consequences for lack thereof.
7	IN VCO is not being heard by relay agents and her friends complain they can not hear her voice on VCO. Customer experiences garbling intermittently. Problem occurred again today 3/15/07 @ 5:15 PM.	03/15/07	Apologized and entered Trouble Ticket. Customer does want contact. Internal Update Performed. Called the customer and left a message to call me back. E-mailed customer but still no response.
7	Customer stated that she is experiencing more frequent problems with garbling on her calls.	04/27/07	Thanked the customer for letting us know and assured that the Trouble Ticket would be turned in as stated. Follow up requested. Internal Update Performed. Called the customer with no luck; the customer wasn't able to give any agent ID number, so not possible to resolve this issue.

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Internal Update

7	VCO customer getting disconnected from relay operator.	03/14/07	Apologized for the problem and opened Trouble Ticket. Follow up requested. Performed. Called the customer and left a message to call me back and sent her a letter as well.
7	Customer requested frequently dialed number - after 3 minutes there was no response from CA. CA had requested supervisor because FD was not working.	03/10/07	Apologized to customer for delay and coached agent on proper procedure to complete the call.
7	Upset that DA operator didn't wait for relay to give the city and state before hanging up. Claimed relay didn't give the "GA" in the call but saw it on the computer screen.	03/09/07	Non-agent error.
7	Customer called to get DA; CA asked for the city, state, and listing, which customer provided. then suddenly the call was transferred to the person whose number she was trying to get. She did not want to call the number, she only wanted to find out what it was. She is upset because if the CA chose the DA option to connect to the number, she will be charged. Even if the CA just dialed the number herself she should not have done so without instructions. She wants to know exactly what the CA did and why.	03/09/07	Need to get clarification what which CA it was. The caller provided two ID numbers. Made three attempts to call customer to clarify the agent number involved in the complaint. Each time there was no answer. Unable to coach CA due to not knowing who it was. Customer called in to relay and couldn't remember the agents number. I advised her that if she is in fact billed for the DA call, she should call us back to let us know.
7	Service - General	03/06/07	Technical problem identified. Resolution provided by network vendor.
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7	Agent did not respond for 5 minutes after the customer gave the "GA."	02/27/07	Spoke to CA regarding complaint. CA did not remember such a call happening. Coached CA on staying responsive and focused on every call.
7	TTY customer gave agent full number to dial. Stated agent asked the TTY customer for the number to dial, and customer was frustrated that agent asked again for the number. TTY customer's notes say slow typing to 50 WPM and to disable Turbo Code Asked if perhaps when agent was disabling Turbo Code the agent missed info.	02/26/07	Spoke to agent who said that the number came in incomplete and was waiting for a GA from the caller so as not to interrupt. When the agent asked again for the number, the TTY user became upset and would not provide the number again. Agent said he had followed customer notes instructions by slowing the typing speed and disabling Turbo Code. Agent followed correct procedures.

7	IN VCO user complained agents can not hear him on VCO using dedicated VCO #.	02/22/07	Apologized, said would let technicians know, and rebranded VCO. Entered Trouble Ticket. No contact wanted. Internal Update Performed. Made test calls and this will be fixed with the new Phoenix desktop.
7	Caller complained that operator took a long time to outdial and didn't send ringing macro. Also, took a long time to get supervisor when asked by caller.	02/20/07	Coached CA on proper directory assistance calling procedures. There was no ring - DA just answered - non-agent error. Advised on the importance of getting supervisor when asked by customer.
7	Operator guessed on garbling (instructions given after FD name given) instead of asking them to repeat. Therefore, call was not processed as requested.	02/20/07	Team Leader coached CA on proper macro for garbled messages. Also coached CA on disabling the turbo code and slowing down typing speed to prevent garbled messages - if that doesn't work, CA should notify a supervisor.
7	Customer had a long call with a friend and during the conversation there was no response from the agent, no GA or indication the outbound had hung up. Customer waited 10 minutes before hanging up.	02/15/07	Forwarded on to agent's Team Leader for follow up on proper disconnection processes and keeping the customer informed. Agent was terminated for disconnecting multiple calls. The Trainer contacted party to advise of the situation on 2/15/07.
7	Agent did not place outdial for more than 3 minutes after customer gave number. Customer asked agent to get supervisor 4 times. Agent did not get supervisor, did not send ringing macro and never let customer know person was on the line and did not let her know person hung up.	02/14/07	Forwarded on to supervisor for follow up on following customer instructions, dial out time, keeping customer informed and being more polite. Center manager and Team Leader met with this agent. She did not remember the call, but the center manager coached her on multiple complaints and improper disconnects. Informed her to call for supervisor if there is any problem with the call.
7	Customer upset that no one answers at customer service. She waited for over 6 minutes and no response. Asked Relay to transfer her again. Relay transferred her again to customer service.	02/12/07	Non agent error. Complaint was filed 2/11/07 at 1:24 Forwarded on to customer service. CS has limited staff on weekends due to low call volumes. CS agents were assisting other callers. Appreciate the customer contacting us to let us know. Staffing will be reviewed.
7	IN VCO user complained she is not getting connected properly for VCO when dialing the dedicated VCO # programmed into her phone.	02/09/07	Apologized, let customer know technicians would be alerted. Entered Trouble Ticket. Went into customer's branding to update that she is a VCO dedicated user. Customer did not request follow up.
7	Customer complained agent took too long to dial out.	02/07/07	Per Team Leader, customer had a lot of notes. Coached agent to send "one moment please" there is delay in dial out due to many notes
7	Disconnect/Reconnect during calls	02/07/07	Gave customer information explaining why disconnect/reconnect might be occurring and gave tips to reduce occurrence. Also advised to have the phone line tested as there was quite a bit of background static.
7	VCO caller reported that her branding is not in place for her calls through relay today. She is concerned because she cannot make quick connection to relay and may need to make emergency calls for her elderly mother living with her.	02/06/07	Apologized for the inconvenience and requested the caller provide several ID numbers of agents so Trouble Ticket could be entered. Told her the branding was in place during her calls to Customer Service. She called back with ID numbers so Trouble Ticket was entered. No follow up requested.

Accuracy of captions	01/31/07	Customer's representative shared feedback regarding accuracy of captions. Apologized for incidence and thanked customer for the feedback. Suggested customer document the date, time and CA number for more specific follow up.
TTY customer stated at approximately 7:16 AM (central time), s/he placed a call into relay and received the garbled greeting. Then the number was provided and call was placed. All that was shown on customer's screen was, "ringing 1...2" and nothing else. The customer then typed, "hello are you there q" and received no further response for approximately 3 minutes. Stated that there is no rain nor storm so bad line can not be attributed to this disconnection.	01/16/07	Apologized to the customer and assured of follow up via letter per request. Agent stated that she has experienced several call drops this morning and was coached on call drop procedure. Letter was written up and mailed.
Called doctor's office, long wait and confused with answering machine. Customer was told they were holding for a live person. Asked for supervisor. Agent hung up.	01/11/07	Team Leader followed up with agent about proper answering machine procedure and proper recording procedure.
Voice customer unable to complete call via IN Relay to TTY user agent and customer hears recording "number disconnected or no longer in service" customer can call direct and hear TTY tones without problem but not via Relay.	06/01/07	Apologized and advised that complaint and trouble ticket would be entered. Follow up requested. RPM called the customer and left a message informing that the complaint was resolved and the phone number he tried to contact was not related to COC, but confirmed that the phone number that he tried to contact is actually no longer in service.
Customer was upset that operator did not call through. He thought the operator was rude.	01/01/07	Supervisor, who witnessed the call, spoke with customer. Operator didn't do anything wrong. The customer gave too many number to dial out. Non-agent error.
Caller gave agent number to dial and waited for 3 minutes for a response. Asked for supervisor and had to wait for a long while for a supervisor.	01/01/07	Team Leader met with agent about complaint and went over process for directory assistance with agent. Agent did remember the call but was confused as to what customer was asking for. Called over supervisor, but person hung up before supervisor could assist.
IN VCO customer called in to say instructions were given to not type out the answering machine message, just give the GA when it is time to leave a message. The operator typed out the message and then said answering machine hung up. Customer is upset because this is wasting her time, and also having to report the operator is more time wasted.	01/15/07	Apologized to the customer. No follow up needed. Team Leader met with CA. emphasized to be sure to follow customer instructions.
IN VCO customer called in to say the operator did not follow her instructions. Customer did not want the answering machine message typed out, just wanted to know when to leave the message. The operator typed out the message and then said answering machine hung up, causing the customer to waste time. Customer is upset because she is wasting more time having to report the operator.	12/22/06	Apologized to the customer. Customer does not need follow up. Supervisor met with CA who said he did have a call on Friday 12/22/06 where VCO customer called in and number dialed reached answering machine; caller wanted to leave message, which was done. Then caller gave another number to dial and reached another answering machine. Because it was a completely new call, CA assumed correctly that new instructions would have to be given. VCO customer did not indicate at this time if wanted to leave a message if answering machine was reached. CA followed proper procedure.

06	This caller wanted to place a call to a toll-free number through the Indiana Relay service, but the operator simply did not respond in any way.	12/20/06	Informed the caller that we would investigate the matter and was told to "just leave a message" at the caller's number afterward. Expressed hope that the caller would be able to place the call desired without further difficulty. Note: It may be significant that I received a substantial amount of garbled text from this caller. Trainer left messages on customer machine asking for further information in order to properly investigate problem and have had no luck receiving any call back. Agent had no knowledge of this incident. Closing ticket due to unable to contact customer.
06	Disconnect/Reconnect during calls	12/20/06	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
06	Caller complained that agent never dialed out and sat there and didn't do anything.	12/08/06	Agent demonstrated knowledge of dialing out within 5 seconds after the GA is typed. No follow-up requested for further investigation.
06	IN voice person called and had a complaint about agent. When she gave the agent the number to dial the agent rudely asked her if she was calling someone who was deaf or hearing impaired.	12/06/06	Apologized for the agent being rude. No follow-up requested. Supervisor discussed complaint with operator and also went over proper call procedures.
06	Technical - General	12/07/06	Customer referenced two calls that lost connection. CapTel Service apologized to customer for this incidence. Tech support identified one call was lost due to a lost cellular connection. Advised customer they may hang up and redial.
06	CA was not able to retrieve info on answering machine. Message was cutting out.	11/30/06	Explained that answering machine kept cutting out but was not happy that entire message couldn't be retrieved. No action taken. Non-agent error.
06	Voice person felt CA did not have the finesse to handle difficult relay calls. She called to leave a message on a TTY answering machine but she said the CA was curt and sarcastic. She asked him to turn off Turbo Code (he did) and to let the message play through, but he cut her off and said it already went through. She said Sprint operators and SRO operators are normally good but this one needs to be retrained to serve in a transparent and slow down for the hearing, not just for the deaf.	11/28/06	CA stated the customer came in on the voice line with a very bad attitude. CA followed the customer's specific instructions not to disconnect the call after the TTY answering machine finished playing. The customer then asked CA again if they were still connected, and the CA said they were. Despite following the instructions, the customer asked for a supervisor anyhow. The AIC that took the complaint said that when the woman filed the complaint she told the AIC she was in a really bad mood; it was the TL's opinion that the CA didn't do anything wrong, but coached CA on politeness and making sure to contact a supervisor if it is suspected that the call may go bad.
06	IN VCO user called to complain that he was getting static on the line when he called to Directory Assistance.	10/23/06	Entered Trouble Ticket; customer does request follow up from technicians. RPM contacted customer via e-mail to ensure that no further problems have occurred. Customer to contact RPM if any further issues arise.
06	Garbling	10/20/06	Non-agent error. Agent disabled Turbo Code and lowered typing speed to 50 as written in customer notes.

TTY customer unable to place local call.	10/09/06	Apologized and entered Trouble Ticket. Follow-up requested. RPM sent an e-mail to the customer. RPM also called but the phone number was no longer available.
Caller said agent took two minutes to answer her incoming call on relay.	09/26/06	Apologized for the problem. No follow up required on this issue. Non-agent error; phone lines were extremely busy.
IN TTY customer called to complain that some agents who dial a number from her FD list reach a recording that says the number is not a valid number, but other agents can put the call through without problems.	09/24/06	Apologized for inconvenience. Opened Trouble Ticket. Follow up requested. RPM received confirmation that it has been resolved due to the fact that the customer has contacted Indiana Relay and the previous account manager.
Service - General	09/20/06	Apologized for incidence and thanked customer for sharing. Experience has been shared with technical support. Suggested caller redial call and document the date and time so we can follow up with specifics.
IN voice customer states they have been receiving harassing calls through Sprint IP Relay that are threatening.	09/16/06	Apologized, explained the service and referred this customer to their local police department and the FCC. No follow up requested.
Accuracy of captions	09/11/06	Customer shared feedback regarding accuracy of captions. Apologized for incidence and thanked customer for the feedback. Suggested customer document the date, time and CA number for more specific follow up.
Agent refused to get supervisor. No reply. Was waiting on agent. Did not answer for 5 minutes. Nothing was typed. Agent left message did not redial as instructed.	09/13/06	Agent stated she doesn't recall doing this and that she would never refuse to get a supervisor if someone asked for one.
VCO customer was checking their voice mail today and is upset that a reoccurring problem with muffled voice mail is happening again. Says that his phone and printer are not the problem, the problem is with the recording system in the relay service. Wants tech support to try to retrieve his voice mail and see what he is talking about (he has had several emails in the last 5 to 10 years about this problem) and then delete the message so he knows when they have checked on this. Also wants a "complete" email response so he can share the email with others that have the same concern about this reoccurring problem.	09/03/06	Removed agent due to technical-related issue.
Accuracy of captions	08/22/06	Customer shared feedback regarding accuracy of captions. Apologized for incidence and thanked customer for the feedback. Suggested customer document the date, time and CA number for more specific follow up.
Caller told CA to hang up if answering machine was reached. CA forgot to tell caller that they had hung up when an answering machine came on the phone, but sent (ANS MACH PLAYING) instead. Caller then asked if CA had hung up.	08/18/06	Team leader followed up with agent on following customer instructions. Agent apologized, and didn't know s/he had hung up.

06	TTY customer said that the agent dialed out before he finished giving his number. When he asked for a supervisor she didn't inform him that she was doing so.	08/14/06	Apologized to the customer, who did not request a follow up call. Coached CA on waiting for GA before "Comp" and to always inform the customer with ALT-K when a supervisor is requested or there's a delay in processing.
06	Customer was concerned that CA was "poking around" and did not dial number. When asked why the delay, CA responded, "I'm tired."	08/13/06	Apologized for inconvenience and said information would be forwarded to appropriate person. CA stated she would never do anything like that and always tries to do her best. Educated C. to stay focused on calls.
06	Technical - General	07/06/06	Technical support provided adjustment in the system to resolve other party's experience. Other party now able to make long distance captioned calls to CapTel user successfully.
06	Agent did not leave customer's message. Customer asked the agent to redial to leave the message again, but the agent did not respond. Agent ignored customer did not type back, and when asking for supervisor, agent still ignored customer and did not respond.	06/29/06	Apologized to the customer. Team Leader met with agent who does not remember call, but was coached on the importance of always keeping the customer informed of what is going on during a call.
06	IN VCO customer received garbling when using the relay. This has been going on for years. Customer states it is especially bad when she calls to Cincinnati. Customer is using a VCO Ultratec Uniphone that she has had for several years.	06/19/06	Apologized to the customer and advised her to turn off her Turbo Code and also provided her with the number to Ultratec. Turned in Trouble Ticket. Customer does not need follow up.
06	VCO customer states the operator hears TTY tones during his voice mail message and therefore cannot retrieve his messages for him.	06/10/06	Apologized and entered Trouble Ticket. Follow-up requested. Technicians were not able to duplicate the problem. The source of problem has been identified coming from the customer's hearing aid after talking with his co-worker who informed us that it causes loud high pitch noises that he couldn't hear. The agent thought she heard the TTY tones but it was coming from his hearing aid.
06	VCO customer unable to place a local call because it is showing as needing to pay for the call.	06/05/06	Apologized and entered Trouble Ticket. No follow-up requested. Technician not able to duplicate the problem but internal tests showed no billing issue. Customer may have used a cell phone and hit a cell tower that was located out of the local dialing area which would cause the problem like this. Customer couldn't be reached after several attempts.
06	Customer just got off the phone from talking to mother. The agent was very uninterested. The agent was talking to people around him about the weather the whole time customer was trying to converse with her mother.	06/02/06	Apologized to the customer. The ID number provided by the customer is not assigned to any employee. The customer does not wish follow contact therefore further investigation is not possible.